

## 1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions

### Department of Consumer Affairs Performance Based Budgeting

The Department of Consumer Affairs (DCA) oversees a wide variety of autonomous Boards and Bureaus that certify, register, and license individuals and entities that provide goods and/or services in the state. The overall purpose of the DCA is to promote a fair and competitive marketplace in which consumers are protected. The DCA provides consumers and licensees with valuable information and training, and processes and mediates complaints. When appropriate, cases are referred to the Attorney General's office or law enforcement authorities for administrative action, civil and/or criminal prosecution.

#### Background

Executive Order B-13-11 requires the Department of Finance (DOF) to work in conjunction with various departments to utilize performance-based budgeting to increase efficiency and focus on accomplishing program goals. As a result, the DCA has identified a variety of ways to measure enforcement and licensing efforts for all Boards and Bureaus. Performance-based budgeting provides the DCA the flexibility to manage its resources based on fluctuating program demand. The performance measures displayed below encompass two core program components of Board and Bureau workload: Enforcement and Licensing.

#### Enforcement Performance Measures

To ensure stakeholders can review the progress of DCA's Boards and Bureaus in meeting their enforcement goals and targets, DCA has developed a transparent system of performance measurements. These measures are critical, particularly during the current climate of budget constraints, for demonstrating that DCA is making and will continue to make the most efficient and effective use of its resources. These measures are posted publicly to the Department website on a quarterly basis.

The DCA will assess its enforcement programs based on the following criteria:

- Intake Cycle Time - *Average number of days from receipt of the complaint to the date the complaint was closed or assigned for investigation;*
- Investigation Cases - *Average number of days to complete the entire enforcement process for cases not transmitted to the AG. Includes intake and investigation.*
- Formal Discipline Cases - *Average cycle time to complete the entire enforcement process for cases transmitted to the Attorney General's office for formal discipline. Includes intake, investigation, and transmittal outcome.*

Information for this special display was compiled using a variety of sources. The Consumer Affairs System (CAS) and the BreEZe system were the primary sources for collecting program data, however some Boards and Bureaus do not utilize CAS or BreEZe due to their size or reporting requirements, so data for these programs was obtained through non-standardized reporting systems. Further, target numbers shown in this display are based on the Quarterly Performance Measures Report and it should be noted that each Board and Bureau has mandates and functions which can be significantly different. Using this data to compare the cycle time of Boards and Bureaus may not accurately capture unique aspects of individual programs. Additionally, the data identified in this display may not correspond with performance data in the

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DCA Annual Report or the Quarterly Performance Measures Report based on the method in which the data was collected.

The following budget display represents a snapshot of existing enforcement efforts of the Boards and Bureaus within the DCA.

#### 1. Intake Cycle Time

The following represents the total number of cases assigned for investigation and the average number of days (cycle time) from receipt of a complaint to the date the complaint was assigned for investigation or closed without being referred for investigation. A complaint may not be referred for investigation for a variety of reasons, such as lack of jurisdiction. This data assists DCA and the program in measuring the efficiency of the program's internal complaint intake process.

1110 – Department of Consumer Affairs Regulatory Boards						
Program		Target	FY 2013-14		FY 2014-15	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
1100	California Board of Accountancy	10	3,260	4	2,717	4
1105010	California Architects Board	7	294	2	292	1
1105020	Landscape Architects Technical Committee	7	32	2	23	1
1110	State Athletic Commission	NA	NA	NA	NA	NA
1115	Board of Behavioral Sciences	5	1,976	10	2,097	6
1120	Board of Chiropractic Examiners	7	612	5	596	15
1125	Board of Barbering and Cosmetology	10	4,878	6	4,940	2
1130	Contractors' State License Board	3	18,147	2	19,548	2
1135	Dental Board of California	10	3,670	7	4,124	7
1140	Dental Hygiene Committee	30	168	4	211	19
1145	State Board of Guide Dogs for the Blind	5	1	5	2	1
1150	Medical Board of California	9	8,392	11	8,384	12
1155	Acupuncture Board	10	180	8	287	9
1160	Physical Therapy Board	5	1,308	15	1,008	4
1165	Physician Assistant Board	10	362	11	314	15
1170	California Board of Podiatric Medicine	9	123	12	141	13
1175	Board of Psychology	9	773	54	951	7
1180	Respiratory Care Board	7	808	2	861	2
1185	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board	5	161	2	132	10
1190	California Board of Occupational Therapy	2	749	1	739	1
1196	State Board of Optometry	7	240	3	404	2
1200	Osteopathic Medical Board of California	30	368	12	483	40

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1205	Naturopathic Medicine Committee	10	*	*	*	*
1210	California State Board of Pharmacy	20	3,276	23	3,907	25
1215	Board of Professional Engineers and Land Surveyors	10	319	10	307	10
1220	Board of Registered Nursing	15	7,654**	15**	6,823	21
1225	Court Reporters Board of California	5	106	1	128	1
1230	Structural Pest Control Board	10	588	13	588	5
1235	Veterinary Medical Board	10	635	113	928	51
1240	Board of Vocational Nursing and Psychiatric Technicians of the State of California	30	5,771	7	5,360	14

1111 - Department of Consumer Affairs Bureaus, Programs, and Divisions						
Program		Target	FY 2013-14		FY 2014-15	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
1405	Bureau of Security and Investigative Services	10	1,952	3	1,468	2
1410	Bureau for Private Postsecondary Education	3	772	3	766	3
1415	Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation	10	2,915	6	2,686	5
1420	Bureau of Automotive Repair	7	17,817	3	19,726	3
1430	Telephone Medical Advice Services Bureau***	10	17	20	35	25
1435	Cemetery and Funeral Bureau	7	715	3	742	3
1441	California Bureau of Real Estate Appraisers	10	338	4	318	6
1446	California Bureau of Real Estate	10	3,375	19	3,565	16
1450	Professional Fiduciaries Bureau	5	103	4	148	6

### 2. Intake and Investigation Cycle Time

The following represent the total number of cases investigated and the average number of days (cycle time) from receipt of a complaint to the closure of the case. This data assists DCA and the program in measuring how efficient a program is in addressing a violation of the Board's statutes and regulations. This measure does not include cases referred to the Attorney General's office.

1110 – Department of Consumer Affairs Regulatory Boards						
Program		Target	FY 2013-14		FY 2014-15	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
1100	California Board of Accountancy	180	2,595	62	1,671	148
1105	California Architects Board	270	228	126	331	165
1105020	Landscape Architects Technical Committee	270	40	285	25	343
1110	State Athletic Commission	NA	NA	NA	NA	NA

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1115	Board of Behavioral Sciences	180	1,370	118	2,008	103
1120	Board of Chiropractic Examiners	120	518	102	506	181
1125	Board of Barbering and Cosmetology	120	4,560	50	4,705	67
1130	Contractors' State License Board	180	11,213	76	12,699	78
1135	Dental Board of California	270	3,623	175	3,738	165
1140	Dental Hygiene Committee	120	136	43	113	71
1145	State Board of Guide Dogs for the Blind	125	0	0	2	5
1150	Medical Board of California	125	6,588	128	7,397	178
1155	Acupuncture Board	200	209	374	239	297
1160	Physical Therapy Board	90	1,285	103	1,049	158
1165	Physician Assistant Board	150	221	88	197	166
1170	California Board of Podiatric Medicine	125	76	137	99	206
1175	Board of Psychology	80	464	53	623	69
1180	Respiratory Care Board	210	765	108	810	82
1185	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board	90	154	344	124	311
1190	California Board of Occupational Therapy	270	619	97	727	145
1196	State Board of Optometry	90	251	177	237	108
1200	Osteopathic Medical Board of California	360	185	235	370	199
1205	Naturopathic Medicine Committee	90	*	*	*	*
1210	California State Board of Pharmacy	210	3,168	243	2,892	242
1215	Board of Professional Engineers, and Land Surveyors	360	394	376	294	251
1220	Board of Registered Nursing	100	6,666**	170**	6,914	164
1225	Court Reporters Board of California	60	82	62	90	56
1230	Structural Pest Control Board	180	481	119	473	122
1235	Veterinary Medical Board	365	664	370	577	276
1240	Board of Vocational Nursing and Psychiatric Technicians of the State of California	360	5,507	185	6,567	429

## 1111 - Department of Consumer Affairs Bureaus, Programs, and Divisions

Program		Target	FY 2013-14		FY 2014-15	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
1405	Bureau of Security and Investigative Services	200	1,482	106	1,178	112
1410	Bureau for Private Postsecondary Education	180	552	266	673	342
1415	Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation	180	2,828	38	1,665	48
1420	Bureau of Automotive Repair	60	17,345	38	18,172	38
1430	Telephone Medical Advice Services Bureau***	NA	NA	NA	NA	NA

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1435	Cemetery and Funeral Bureau	120	659	49	720	63
1441	California Bureau of Real Estate Appraisers	360	288	136	246	172
1446	California Bureau of Real Estate	360	3,173	264	2,767	219
1450	Professional Fiduciaries Bureau	365	91	93	90	108

### 3. Formal Discipline Cycle Time

The following represent the formal discipline cases closed after referral to the Attorney General's office. The cycle time in this measure includes intake and investigation by the program, and review and possible prosecution by the Attorney General's office. This data assists DCA in measuring the efficiency of the program's investigation process, and the effectiveness of their partnership with the AG's office.

1110 – Department of Consumer Affairs Regulatory Boards						
Program		Target	FY 2013-14		FY 2014-15	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
1100	California Board of Accountancy	540	34	813	51	895
1105	California Architects Board	540	0	0	1	329
1105020	Landscape Architects Technical Committee	540	0	0	1	1,228
1110	State Athletic Commission	NA	NA	NA	NA	NA
1115	Board of Behavioral Sciences	540	92	811	112	747
1120	Board of Chiropractic Examiners	540	45	1,289	35	1,530
1125	Board of Barbering and Cosmetology	540	54	702	71	809
1130	Contractors' State License Board	540	1,175	823	949	837
1135	Dental Board of California	540	105	1,190	97	1,034
1140	Dental Hygiene Committee	540	18	457	18	422
1145	State Board of Guide Dogs for the Blind	540	0	0	0	0
1150	Medical Board of California	540	390	805	381	877
1155	Acupuncture Board	540	10	1,004	10	1,046
1160	Physical Therapy Board	540	42	779	57	929
1165	Physician Assistant Board	540	34	526	18	756
1170	California Board of Podiatric Medicine	540	6	540	6	680
1175	Board of Psychology	540	25	922	26	949
1180	Respiratory Care Board	540	67	569	62	590
1185	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board	540	13	664	9	1,121
1190	California Board of Occupational Therapy	540	20	626	11	592
1196	State Board of Optometry	540	21	655	4	797
1200	Osteopathic Medical Board of California	540	27	710	20	887
1205	Naturopathic Medicine Committee	540	*	*	*	*
1210	California State Board of Pharmacy	540	351****	817	374****	812

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1215	Board of Professional Engineers and Land Surveyors	540	37	1,509	34	1,047
1220	Board of Registered Nursing	540	1,574**	724**	1,566	816
1225	Court Reporters Board of California	540	13	580	9	600
1230	Structural Pest Control Board	540	51	784	61	595
1235	Veterinary Medical Board	540	29	940	54	998
1240	Board of Vocational Nursing and Psychiatric Technicians of the State of California	540	272	1,107	356	1,223

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Program		Target	FY 2013-14		FY 2014-15	
		Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)	# of Cases	Avg. Cycle Time (Days)
1405	Bureau of Security and Investigative Services	540	1,165	191	1,025	173
1410	Bureau for Private Postsecondary Education	540	3	544	2	733
1415	Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation	540	3	775	6	665
1420	Bureau of Automotive Repair	540	230	654	175	665
1430	Telephone Medical Advice Services Bureau***	NA	NA	NA	NA	NA
1435	Cemetery and Funeral Bureau	540	21	401	17	426
1441	California Bureau of Real Estate Appraisers	540	112	546	117	499
1446	California Bureau of Real Estate	540	791	269	612	283
1450	Professional Fiduciaries Bureau	540	1	150	4	1,055

\* The Naturopathic Medicine Committee was not able to provide this statistic at the time this report was produced.

\*\* Data reported as of 11/6/2015. The Board is currently performing data reconciliation that may result in changes to average cycle times.

\*\*\* Telephone Medical Advice Services Bureau does not conduct any in-house investigations or formal discipline. After intake, complaints requiring further investigation are forwarded outside the Bureau to other regulatory agencies for investigation, such as the Board of Registered Nursing.

\*\*\*\* Cases may have multiple respondents.

NA – Program does not track this measure.

### Licensing Performance Measures

The DCA tracks and evaluates licensing program performance by measuring the average application processing time of initial exam and license applications. The DCA implemented this performance tracking at the start of the 2015-16 fiscal year, which will be the first year of actual data reported in

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the 2017-18 Governor's Budget. To evaluate cycle times for licensure, the measure will be divided into two categories: 1) Incomplete Applications and 2) Complete Applications.

- Average Days to Application Approval (**incomplete application**): This is the timeframe from when the Board/Bureau received the application for exam and/or licensure to the time the application was approved for exam eligibility or license issuance. In this instance, all applications were incomplete and/or needed additional information/documentation from the applicant.
- Average Days to Application Approval (**complete application**): This is the timeframe from when the Board/Bureau received the application for exam and/or licensure to the time the application was approved for exam eligibility or license issuance. In this instance, all applications were complete and did not need additional information/documentation from the applicant.

An initial exam application is the first application submitted by an applicant to sit for an examination that is required for licensure. This does not include re-examination applications. Initial license applications are applications that result in the issuance of a license once approved by the Board or Bureau. Applicants must meet all requirements for licensure established in law before the license is issued. Some applicants may need to submit documentation at various stages of the application process. The applications included in the licensing performance measures represent standardized processes that require Board or Bureau staff to review submitted material before approving an applicant for an exam or license. Depending on the application and licensure requirements, processes may vary across license type. The targets are categorized by license type and application type in order to account for these potential differences in processing times.

The DCA did not establish processing time targets for incomplete applications because the amount of time an application is incomplete is outside of the Board's or Bureau's control. An application is considered incomplete when an application requirement has not been met or required documentation has not been received. When a Board or Bureau receives an incomplete application, they cannot continue to process the application until the deficiency has been remediated. Some Boards and Bureaus have statutes or regulations that set a time limit on how long an application may remain incomplete before it is abandoned. Since Boards and Bureaus cannot directly control how long it may take to receive required information from the applicant or another agency, they cannot establish a target timeframe by which they must approve the application.

Complete application processing times may also include the amount of time the Board or Bureau waits to receive required information from an external source. For example, if an applicant is required to be fingerprinted prior to application approval, the Board or Bureau cannot complete the application process until the results of the fingerprints are received from an external source.

All DCA entities have established target processing times for complete applications, with the exception of Boards or Bureaus scheduled for Release Two implementation of the BreZe system. The DCA has elected to exclude these entities from reporting target processing times due to the timing of their conversion to the new system. Release Two implementation is currently scheduled for the middle of the 2015-16 fiscal year, therefore, these entities will not be able to report a full fiscal year of data for 2015-16. In addition, the new system will change existing business processes, which will affect application processing times. In order to establish targets reflective of the new BreZe business processes, the Boards and Bureaus scheduled for Release Two implementation of the

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BreEZe system will provide licensing performance measure targets for the 2016-17 fiscal year. These targets will be displayed in the 2017-18 Governor's Budget followed by actual licensing performance data in the 2018-19 Governor's Budget.

The following Boards and Bureaus are scheduled for Release Two Implementation of BreEZe:

- Dental Board of California
- Dental Hygiene Committee
- Physical Therapy Board
- State Board of Optometry
- Veterinary Medical Board
- Board of Vocational Nursing and Psychiatric Technicians of the State of California
- Bureau of Security and Investigative Services

1100 - California Board of Accountancy			
License Type	Application Type	Status	Target
Certified Public Accountant License	Examination – First Time Applicant	Complete	30 days
	Individual License Application	Complete	30 days
Corporation and Partnership License	Initial License Application	Complete	30 days
Out-of-State Firm Registrations	Initial Registration Application	Complete	30 days

1105010 - California Architects Board			
License Type	Application Type	Status	Target
Architect	(Initial) Application for Eligibility Evaluation <sup>1,2</sup>	Complete	30 days
	California Architect Reciprocity Application <sup>1,3</sup>	Complete	30 days
	Application for Relicensure <sup>1,3</sup>	Complete	30 days
	Notification of CSE Eligibility or Ineligibility (upon completion of ARE) <sup>3</sup>	Complete	30 days
	Application for California Supplemental Examination	Complete	30 days
	Application for Licensure	Complete	30 days

<sup>1</sup> One of three entry point applications for candidates seeking licensure.

<sup>2</sup> Submitted by candidates seeking eligibility (approval) to take the ARE. Initial licensure is for individuals who are not licensed.

<sup>3</sup> Submitted by candidates seeking eligibility (approval) to take the CSE. "Reciprocity" is for those individuals licensed in another jurisdiction. "Relicensure" is for individuals who were previously licensed in California, but were canceled after being expired for five or more years.



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<b>1105020 - Landscape Architects Technical Committee</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Landscape Architect	Exam Application: LARE	Complete	30 days
	Exam Application: CSE	Complete	30 days
	Exam Application: Reciprocity	Complete	30 days
	Initial License Application	Complete	30 days

<b>1110 - State Athletic Commission</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Promoter	Initial License Application	Complete	30 days
Professional Athlete	Initial License Application	Complete	10 days
Professional Trainer	Initial License Application	Complete	10 days
Manager	Initial License Application	Complete	30 days
Timekeeper	Initial License Application	Complete	10 days
Judge	Initial License Application	Complete	10 days
Referee	Initial License Application	Complete	10 days
Second (corner person)	Initial License Application	Complete	10 days

<b>1115 - Board of Behavioral Sciences</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Licensed Marriage and Family Therapist	Registration Application	Complete	35 days
	Initial Law & Ethics Exam Application	Complete	10 days
	Examination & Licensure Application	Complete	60 days
	Examination & Licensure Application-Out of State	Complete	60 days
	Initial License Application	Complete	10 days

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Licensed Clinical Social Worker	Registration Application	Complete	35 days
	Initial Law & Ethics Exam Application	Complete	10 days
	Examination & Licensure Application	Complete	60 days
	Examination & Licensure Application-Out of State	Complete	60 days
	Initial License Application	Complete	10 days
Licensed Educational Psychologists	Standard Written Exam Application	Complete	30 days
	Initial License Application	Complete	10 days
Licensed Professional Clinical Counselor	Registration Application	Complete	35 days
	Initial Law & Ethics Exam Application	Complete	10 days
	Examination & Licensure Application	Complete	60 days
	Examination & Licensure Application-Out of State	Complete	60 days
	Initial License Application	Complete	10 days

1120 - Board of Chiropractic Examiners			
License Type	Application Type	Status	Target
Doctor of Chiropractic	Initial/Exam Application <sup>1</sup>	Complete	14 days

<sup>1</sup>This includes target times from application received to license issued (includes exam process).

1125 - Board of Barbering and Cosmetology			
License Type	Application Type	Status	Target
Barber	Pre-Application	Complete	20 days
	Reciprocity	Complete	20 days
	Exam Applicant	Complete	20 days
	Apprentice Application	Complete	15 days
Cosmetologist	Pre-Application	Complete	20 days
	Reciprocity	Complete	20 days
	Exam Applicant	Complete	20 days

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	Apprentice Application	Complete	15 days
Electrologist	Pre-Application	Complete	20 days
	Reciprocity	Complete	20 days
	Exam Applicant	Complete	20 days
Esthetician	Pre-Application	Complete	20 days
	Reciprocity	Complete	20 days
	Exam Applicant	Complete	20 days
Manicurist	Pre-Application	Complete	20 days
	Reciprocity	Complete	20 days
	Exam Applicant	Complete	20 days
Establishment	Establishment Application	Complete	25 days
Mobile Unit	Establishment Application	Complete	25 days

<b>1130 - Contractors' State License Board</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Contractor	Contractor Original Exam Application	Complete	60 days
	Contractor Original License Issuance	Complete	45 days
	Contractor Original Waiver Application	Complete	50 days
	Contractor Original Waiver License Issuance	Complete	15 days
Home Improvement Salesperson (HIS)	HIS Registration Application	Complete	30 days

<b>1145 - State Board of Guide Dogs for the Blind</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Instructor	Instructor License Application	Complete	15 days

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1150 - Medical Board of California			
License Type	Application Type	Status	Target
Licensed Midwife	Initial Licensing Application	Complete	40 days
Postgraduate Training Authorization Letter (PTAL)	Initial PTAL Application	Complete	84 days
Physician and Surgeon	Initial Licensing Application (without a PTAL)	Complete	84 days
Physician and Surgeon	Physician and Surgeon Initial Licensing Application (with a PTAL)	Complete	60 days
Student Research Psychoanalyst	Initial Licensing Application	Complete	30 days
Research Psychoanalyst	Initial/Upgrade Licensing Application <sup>1</sup>	Complete	30 days
Special Programs (Individual)	Initial Application	Complete	45 days
Special Programs (Organization) <sup>2</sup>	Initial Application	Complete	120 days
Special Faculty Permit <sup>3</sup>	Initial Application	Complete	150 days
Registered Polysomnographic Trainee	Initial Application	Complete	30 days
Registered Polysomnographic Technician	Initial/Upgrade Application <sup>4</sup>	Complete	30 days
Registered Polysomnographic Technologist	Initial/Upgrade Application <sup>5</sup>	Complete	30 days

<sup>1</sup>Includes Upgrade Transaction from Student Research Psychoanalyst to Research Psychoanalyst

<sup>2</sup>These applications require a site visit of the facility requesting approval. This takes time to set up a visit with the school and therefore impacts the approval time.

<sup>3</sup>Approval of these applications requires a meeting with the Special Faculty Permit Review Committee (established in Business and Professions Code section 2168.1) and final approval by the Board Members at a quarterly Board Meeting. Therefore, this process requires at least 150 days to complete.

<sup>4</sup>Includes Upgrade Transaction from Registered Polysomnographic Trainee to Registered Polysomnographic Technician

<sup>5</sup>Includes Upgrade Transaction from Registered Polysomnographic Trainee to Registered Polysomnographic Technologist and Upgrade Transaction from Registered Polysomnographic Technician to Registered Polysomnographic Technologist

1155 - Acupuncture Board			
License Type	Application Type	Status	Target
Acupuncturist	Initial License Application	Complete	9

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<b>1165 - Physician Assistant Board</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Physician Assistant	Initial License Application	Complete	20 days

<b>1170 - California Board of Podiatric Medicine</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Doctor of Podiatric Medicine	Initial Application (Permanent)	Complete	45 days
	Initial Application (Resident/Limited)	Complete	45 days

<b>1175 - Board of Psychology</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Psychologist	Initial Applications	Complete	60 days
	Application to take the CPLEE	Complete	60 days
	Initial License	Complete	60 days
Registered Psychological Assistant	Initial Applications	Complete	60 days
Registered Psychologist	Initial Applications	Complete	30 days

<b>1180 - Respiratory Care Board</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Respiratory Care Practitioner	Initial License Application	Complete	60 days

<b>1185 - Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Audiology	License Application	Complete	30 days

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Speech-Language Pathology	License Application	Complete	30 days
Speech-Language Pathology Assistant	Registration Application	Complete	30 days
Required Professional Experience	Temporary License Application	Complete	30 days
AIDE for Audiology or Speech-Language Pathology	Registration Application	Complete	30 days
Hearing Aid Dispenser	Exam Application	Complete	14 days
	License Application	Complete	21 days
Hearing Aid Dispenser - Trainee	Temporary License Application	Complete	21 days
Hearing Aid Dispenser – Licensed in Another State	Temporary License Application	Complete	21 days

1200 - Osteopathic Medical Board of California			
License Type	Application Type	Status	Target
Osteopathic Physician and Surgeon	Initial License Pre-application <sup>1</sup>	Complete	45 days
	Initial License Application <sup>2</sup>	Complete	10 days

<sup>1</sup>Applicants must submit an application fee and all required documents. Once all documents are received, the application is approved and the applicant is sent an address form and billed the amount owed for licensure.

<sup>2</sup>Applicants must submit an application address form and license fees. The license is issued upon approval of the application.

1205 - Naturopathic Medicine Committee			
License Type	Application Type	Status	Target
Naturopathic Doctor	Initial License Application - Step 1 <sup>1</sup>	Complete	45 days
	Initial License Application - Step 2 <sup>2</sup>	Complete	25 days

<sup>1</sup>Applicants must submit an application fee and all required documents. Once all documents are received, the application is approved and the applicant is sent an address form and billed the amount owed for licensure.

<sup>2</sup>Applicants must submit an address form and license fees. The license is issued upon approval of the application.

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1210 - California State Board of Pharmacy			
License Type	Application Type	Status	Target
Clinic	Clinic Permit Application <sup>1</sup>	Complete	30 days
Centralized Hospital Packaging	Centralized Hospital Packaging Pharmacy License Application <sup>1,2</sup>	Complete	45 days
Drug Room	Drug Room Application <sup>1</sup>	Complete	30 days
Designated Representative – 3PL	Application for Designated Representative – 3PL	Complete	30 days
Designated Representative – Veterinary Food-Animal Drug Retailer	Designated Representative – Veterinary Food-Animal Drug Retailer Application	Complete	30 days
Designated Representative - Wholesaler	Application for a Designated Representative License	Complete	30 days
Hospital	Hospital Pharmacy Permit Application <sup>1</sup>	Complete	30 days
Hypodermic Needle and Syringe	Application for Hypodermic Needle and Syringe Permit	Complete	30 days
Intern Pharmacist	Application for Registration as an Intern Pharmacist	Complete	15 days
Licensed Correctional Facility	Licensed Correctional Facility	Complete	30 days
Pharmacist	Application for Pharmacist Examination and Licensure	Complete	15 days
Pharmacist	Application for Pharmacist Initial License	Complete	5 days
Pharmacy	Pharmacy Permit Application <sup>1</sup>	Complete	30 days
Pharmacy - Nonresident	Nonresident Pharmacy Permit Application <sup>3</sup>	Complete	30 days
Pharmacy Technician	Pharmacy Technician Application	Complete	30 days
Sterile Compounding Pharmacy	Application for a Sterile Compounding Pharmacy License <sup>1,2</sup>	Complete	45 days
Sterile Compounding Pharmacy - Nonresident	Application for a Nonresident Pharmacy Sterile Compounding License <sup>1,2</sup>	Complete	45 days
Third-Party Logistics Provider	Application for Third-Party Logistics Provider License	Complete	30 days
Third-Party Logistics Provider – Non Resident	Application for Nonresident Third-Party Logistics Provider License	Complete	30 days
Veterinary Food-Animal Drug Retailer	Veterinary Food-Animal Drug Retailer Application	Complete	30 days

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Wholesaler	Application for Wholesaler License	Complete	30 days
Wholesaler - Nonresident	Application for Nonresident Wholesaler License	Complete	30 days

<sup>1</sup>This target includes the period of time to allow for an opening date, should the licensee not be ready to operate at the time the application is deemed complete.

<sup>2</sup>Target includes time allotted for the required pre-licensure inspection.

<sup>3</sup>As a condition of licensure a nonresident pharmacy must be operating as a pharmacy in the home state; thus, no coordination of an opening date is needed.

1215 - Board of Professional Engineers, and Land Surveyors			
License Type	Application Type	Status	Target
Agricultural Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Chemical Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Civil Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	60 days
Certified Engineering Geologist <sup>1</sup>	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
	License Issuance	Complete	30 days
Certified Hydrogeologist <sup>1</sup>	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
	License Issuance	Complete	30 days
Electrical Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Engineer-in-Training <sup>1</sup>	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	60 days
Fire Protection	Exam Application: New Applicants (in-state)	Complete	60 days



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	Exam Application: New Applicants (out-of-state)	Complete	30 days
Geologist, Professional	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Geophysicist, Professional	Exam Application: New Applicants	Complete	60 days
Geotechnical Engineer	Exam Application: New Applicants	Complete	60 days
Industrial Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Land Surveyor, Professional	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	60 days
Land Surveyor-in-Training <sup>1</sup>	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	60 days
Mechanical Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Metallurgical Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Nuclear Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Petroleum Engineer	Exam Application: New Applicants (in-state)	Complete	60 days
	Exam Application: New Applicants (out-of-state)	Complete	30 days
Traffic Engineer	Exam Application: New Applicants	Complete	60 days

New Applicants (in-state) - New applicants applying for licensure without having a license in another state

New Applicants (out-of-state) - New applicants applying for licensure in California by using a license from another state (Comity)

Professional Geophysicist, Geotechnical Engineer, and Traffic Engineer licenses are not given in other states, so they do not have Out-of-State tracking

<sup>1</sup> These are certifications issued by the Board; for the purposes of tracking exam information, they are being referred to here as licenses

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<b>1220 - Board of Registered Nursing</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Registered Nurse	RN Initial Exam Application	Complete	90 days
	RN Initial Endorsement Application	Complete	90 days
Clinical Nurse Specialist	CNS Certification Application	Complete	90 days
Nurse Practitioner	NP Certification Application	Complete	90 days
Nurse Practitioner Furnishing	NPF Number Application	Complete	90 days
Nurse Anesthetist	NA Certification Application	Complete	90 days
Nurse Midwife	NMW Certification Application	Complete	90 days
Nurse Midwife Furnishing	NMF Number Application	Complete	90 days
Public Health Nurse	PHN Certification Application	Complete	90 days
Psychiatric Mental Health Nurse	PMH Listing Application	Complete	90 days

<b>1225 - Court Reporters Board of California</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Court Reporter	Exam Application <sup>1</sup>	Complete	7 days
	Initial License Application <sup>1</sup>	Complete	7 days

<sup>1</sup>The Board's reported application processing time may include incomplete applications because there is no statistical difference between the processing time for complete applications and incomplete applications. Almost all applications received are complete upon receipt. Any application received with a deficiency is remediated and considered complete within a couple days of receipt.

<b>1230 - Structural Pest Control Board</b>			
<b>License Type</b>	<b>Application Type</b>	<b>Status</b>	<b>Target</b>
Applicator	Exam Application	Complete	14 days
	License Application	Complete	14 days
Field Representative	Exam Application	Complete	14 days
	License Application	Complete	21 days

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Operator	Exam Application	Complete	14 days
	License Application <sup>1</sup>	Complete	45 days
Principal Registration	License Application	Complete	45 days
Branch Office Registration	License Application	Complete	45 days

<sup>1</sup>This application requires review of experience verification documents and completion of the fingerprint requirement.

1410 - Bureau for Private Postsecondary Education			
License Type	Application Type	Status	Target
Private Postsecondary Educational Institutions	Approval to Operate an Institution Not Accredited <sup>1</sup>	Complete	120 days
	Approval to Operate an Accredited Institution	Complete	40 days

<sup>1</sup>Some of these applications require an onsite visit to complete an extensive review of the educational programs.

1415 - Bureau of Electronic and Appliance Repair, Home Furnishings, and Thermal Insulation			
License Type	Application Type	Status	Target
Appliance Service Dealer	Initial Registration Application	Complete	30 days
Combination Service Dealer	Initial Registration Application	Complete	30 days
Electronic Service Dealer	Initial Registration Application	Complete	30 days
Service Contract Seller	Initial Registration Application	Complete	45 days
Appliance Service Dealer	Initial Registration Application	Complete	45 days
Furniture Retailer	Initial License Application	Complete	30 days
Custom Upholsterer	Initial License Application	Complete	30 days
Supply Dealer	Initial License Application	Complete	30 days
Bedding Retailer	Initial License Application	Complete	30 days
Sanitizer	Initial License Application	Complete	30 days
Furniture & Bedding Importer	Initial License Application	Complete	30 days

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Furniture & Bedding Retailer	Initial License Application	Complete	30 days
Furniture & Bedding	Initial License Application	Complete	30 days
Thermal Insulation	Initial License Application	Complete	30 days
Furniture & Bedding Wholesaler	Initial License Application	Complete	30 days

1420 - Bureau of Automotive Repair			
License Type	Application Type	Status	Target
Automotive Repair Dealer	Initial License Application	Complete	30 days
Test & Repair Station	Initial License Application	Complete	30 days
Test Only Station	Initial License Application	Complete	30 days
Repair Only Station	Initial License Application	Complete	30 days
Lamp Station	Initial License Application	Complete	30 days
Brake Station	Initial License Application	Complete	30 days
Inspector Technician	Exam Application	Complete	14 days
Repair Technician	Exam Application	Complete	14 days
Brake Adjuster	Exam Application	Complete	14 days
Lamp Adjuster	Exam Application	Complete	14 days

1435 - Cemetery and Funeral Bureau			
License Type	Application Type	Status	Target
Funeral Establishment <sup>1</sup>	Original License	Complete	10 days
Funeral Director	Exam Application: In-State	Complete	10 days
	Exam Application: Out-of-State	Complete	10 days
	Initial License Application	Complete	10 days
Embalmer <sup>2</sup>	Exam Application	Complete	10 days

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	License Issuance	Complete	10 days
Apprentice Embalmer	Certificate of Registration	Complete	10 days
Certificate of Authority/Cemetery	Original License	Complete	10 days
Cemetery Manager	Exam Application	Complete	10 days
	Initial License Application	Complete	10 days
Crematory <sup>1</sup>	Original License	Complete	10 days
Crematory Manager	Exam Application	Complete	10 days
	Initial License Application	Complete	10 days
Cemetery Broker and Cemetery Broker Additional	Exam application	Complete	10 days
Cemetery Broker	License Application	Complete	10 days
Cemetery Broker Additional	Initial License Application	Complete	10 days
Cemetery Broker Branch	Initial License Application	Complete	10 days
Cemetery Salesperson	Initial License Application	Complete	10 days
Cremated Remains Disposer	Initial License Application	Complete	10 days

<sup>1</sup>The processing time for business License Applications (Funeral Establishment, Certificate of Authority/Cemetery, and Crematory) may exceed the established target if the proposed facility is not ready or fails to pass the required inspection(s).

<sup>2</sup>Embalmer applicants must complete a two year apprenticeship prior to licensure. It must be completed within six years from the date of the original apprentice embalmer registration, or from the date an apprentice successfully passes the examination, whichever first occurs (B&PC §7666(b)). Therefore "Incomplete" License Issuance Applications may remain pending up to six years until completion of a two year apprenticeship.

1441 – California Bureau of Real Estate Appraisers			
License Type	Application Type	Status	Target
Real Estate Appraiser	Trainee Initial Application - for Examination	Complete	90 days
	Trainee Application for Issuance of License - Initials	Complete	90 days
	Residential Initial Application - for Examination	Complete	90 days

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	Residential Application for Issuance of License - Initials	Complete	90 days
	Certified Residential Initial Application - for Examination	Complete	90 days
	Certified Residential Application for Issuance of License - Initials	Complete	90 days
	Certified General Initial Application - for Examination	Complete	90 days
	Certified General Application for Issuance of License - Initials	Complete	90 days
Real Estate Appraiser	Trainee Upgrade Application to Residential - for Examination	Complete	90 days
	Trainee Upgrade Application to Residential - for Issuance of License	Complete	90 days
	Trainee Upgrade Application to Certified Residential - for Examination	Complete	90 days
	Trainee Upgrade Application to Certified Residential - for Issuance of License	Complete	90 days
	Trainee Upgrade Application to Certified General - for Examination	Complete	90 days
	Trainee Upgrade Application to Certified General - for Issuance of License	Complete	90 days
	Residential Upgrade Application to Certified Residential - for Examination	Complete	90 days
	Residential Upgrade Application to Certified Residential - for Issuance of License	Complete	90 days
	Residential Upgrade Application to Certified General - for Examination	Complete	90 days
	Residential Upgrade Application to Certified General - for Issuance of License	Complete	90 days
	Certified Residential Upgrade Application to Certified General - for Examination	Complete	90 days
	Certified Residential Upgrade Application to Certified General - for Issuance of License	Complete	90 days

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1446 – California Bureau of Real Estate			
License Type	Application Type	Status	Target
Real Estate Salesperson	Exam and License Application <sup>1</sup>	Complete	48 days
Real Estate Broker	Exam and License Application <sup>1</sup>	Complete	48 days

<sup>1</sup>The Exam and License Application represents the entire licensure process, which includes processing the exam application, scheduling a test date, taking the exam, and issuing the license.

1450 - Professional Fiduciaries Bureau			
License Type	Application Type	Status	Target
Professional Fiduciary	Exam Application	Complete	45 days
	Initial License Application	Complete	15 days